

## REMARKS

Claims 166-185 are pending in the application. Claims 166-185 currently stand rejected. Claims 166-185 are amended herein. The Applicant respectfully requests consideration of the following remarks and allowance of the claims.

Claims 166, 168-172, 176, and 178-182 stand rejected under 35 U.S.C. § 102(e) as being anticipated by U.S. Patent No. 6,687,241 (hereinafter “Goss”). The Applicant respectfully traverses the rejection for at least the following reasons.

Goss does not disclose or suggest receiving a voice call originating from a user device including a cookie, processing the cookie from the user device to select a first call center resource, *generating a routing instruction indicating a first route for the voice call* originating from the user device to the first call center resource, and *transferring the routing instruction to be used when routing the voice call from the user device to the first call center resource over which voice communications will be exchanged*, as required by amended claim 166.

Rather, Goss discloses a system that enables customers to submit a call-back request to a call center (Goss, col. 1, lines 62-65). A contact server at the call center receives the call-back request, determines if an agent is available, and if so, sends the call-back request to the agent (Goss, col. 7, lines 16-17). The “agent can *then* place a *telephone call* to the number provided by the customer who submitted the call-back request” (Goss, col. 2, lines 2-7; col. 7, lines 54-57) (emphasis added). However, despite the fact that the call-back request can be made via Internet voice telephony (Goss, col. 4, lines 23-32), the call-back request is not a voice call, and thus Goss does not disclose or suggest generating a routing instruction indicating a first route for a voice call originating from the user device, as required by claim 166.

Moreover, in Goss, the customer and the agent do not exchange voice communication over the call-back request. Rather, Goss clearly discloses that in order to exchange voice communication with the user, the agent must first place a call in response to the call-back request (Goss, col. 7, lines 15-67). Thus, Goss also does not disclose or suggest transferring the routing instruction for routing the voice call from the user device to the first call center resource to exchange voice communication over the voice call, as required by claim 166.

Based on the foregoing comments, the Applicant contends that claim 166 is allowable in view of the cited reference, and such indication is respectfully requested. Independent claim 176 contains limitations similar to those of claim 166, and is therefore allowable over the art of record for the same reasons as claim 166.

While separately allowable over the art of record, the remaining dependent claims depend from otherwise allowable independent claims. The Applicant therefore refrains from a discussion of the dependent claims for the sake of brevity.

## **CONCLUSION**

Based on the above remarks, the Applicant submits that the claims in their present form are allowable. The Applicant further submits that there are numerous additional reasons in support of patentability, but that such reasons are moot in light of the above remarks and are omitted in the interests of brevity. No estoppel is intended and no estoppel should apply to assertions in the recent Office Action that are not refuted herein. The Applicant respectfully requests allowance of the claims at the Examiner's earliest convenience.

The Applicant hereby authorizes the Office to charge Deposit Account No. 21-0765 the appropriate fee under 37 C.F.R. § 1.17(e) for the request for continued examination (37 C.F.R. § 1.114(a)) filed herewith. The Applicant believes no additional fees are due with respect to this filing. However, should the Office determine additional fees are necessary, the Office is authorized to charge Deposit Account No. 21-0765 accordingly.

Respectfully submitted,

/ Patrick L. Muino /

**SIGNATURE OF PRACTITIONER**

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